

ENCLOSURE 1

LICENSING AGREEMENT

I. GENERAL

A. Purpose. The purpose of this Agreement is to provide a license to the Licensee to operate a cafeteria on the premises of the Licensors. For the purposes of this agreement, the American Embassy Windhoek, is the Licensors and _____ is the Licensee. The term “parties” means the Licensors and Licensee. No United States Government funds are obligated under this agreement.

B. Description of Cafeteria Operation. The Licensee shall establish and operate the food service facilities for the purpose of dispensing food, nonalcoholic beverages and such other items as may be authorized by the Licensors under this Agreement. See Exhibit A for specifics on the operation of the food service facilities.

II. PERIOD OF AGREEMENT

A. Initial Period of Agreement. This Agreement is effective thirty (30) calendar days after the date of signature by the Licensing Officer and shall end one (1) year later.

B. Subsequent Periods. This Agreement may be extended at the mutual agreement of the parties. Any extension will be formalized by an amendment to the Licensing Agreement, signed by both parties.

III. SPECIFICS OF CAFETERIA OPERATIONS

Cafeteria operations, including details of each party’s responsibilities, are set forth in Exhibit A to this Agreement.

IV. LICENSOR PERSONNEL

A. Licensing Officer. The Licensing Officer has the overall responsibility for the administration of this Agreement. Only the Licensing Officer is authorized to take actions on behalf of the Licensors to amend, modify or deviate from the Agreement terms and conditions. The Licensing Officer may delegate certain responsibilities to authorized representatives.

B. Technical Representative. The Licensing Officer may designate a Licensors’ Technical Representative to assist in the administration of certain responsibilities. The Technical Representative shall act as the Licensors’ principal point of contact for day-to-day operations and ensure compliance with License Agreement. If no Licensors’ Technical Representative is appointed, the responsibilities shall remain with the Licensing Officer.

C. Inspectors. Inspectors may work for the Licensing Officer or the Technical Representative if one is appointed. Inspectors are authorized to perform day-to-day inspections and monitoring of the Licensee's work. The Regional Medical Officer (RMO) will provide health inspection of the facilities. The Facilities Maintenance Officer (FMO) will supervise the maintenance responsibilities of the Licensor in the cafeteria area. The General Services Officer (GSO) will provide inventory control of Licensor-furnished property. The Inspector(s) may inspect and monitor the services provided by the Licensee.

D. Authority to Amend the Agreement. In no instance shall the Technical Representative or Inspectors be authorized to amend the Agreement. Only the Licensing Officer may amend the Agreement.

V. INSPECTION

A. Responsibilities of the Licensee. The Licensee shall develop and maintain an inspection system intended to ensure quality of service and standards of sanitation and cleanliness. This system shall include written records of inspections made. These records shall be made available to the Licensor upon request.

B. Rights of the Licensor.

(1) The Licensor has the right to inspect the cafeteria premises as well as the actual services provided. This inspection may be made at any time, without prior notice. The Licensor shall perform the inspection in a manner that will not unduly delay the work of the Licensee. These inspections may include, but are not limited to, a comprehensive review of the following:

1. Service quality, attentiveness, courtesy, and similar factors
2. Food quality, presentation, merchandising
3. Sanitary practices and conditions
4. Personnel appearance
5. Training program techniques, schedules and records
6. Menu compliance, as indicated in the minimum acceptable menu profile

(2) Premises of the Licensee may be inspected, at no charge to the Licensor. The Licensee shall provide all reasonable facilities and assistance for the safe and convenient performance of these duties.

(3) The Regional Medical Officer (RMO), the Licensor's Technical Representative and/or professional health and food service inspectors shall perform periodic inspections to assure compliance with Agreement requirements and industry standards.

VI. TERMINATION

This Licensing Agreement may be terminated by written notice, issued by the Licensing Officer, when it is in the best interests of the Licensor. This termination may be made for (1) cause, such as failure of the Licensee to comply with the terms and conditions of this Agreement, or (2) convenience of the Licensor. Licensor is not required to give advance notice of termination. Upon termination, Licensee shall remove all of its property from the premises. Licensor shall not be responsible for any loss or damage incurred by the Licensee as the result of termination, including but not limited to losses due to spoilage of inventory, employee claims, personal property losses, and lost profits.

VII. TERMS OF AGREEMENT

A. General. Exhibit A sets forth several reports which the Licensee is required to submit to the Licensor.

B. Rent, Utilities and Licensor-Furnished Property. The Licensee shall not be liable for payment of any rent or for reimbursement to the Licensor for utilities or use of Licensor-furnished property as a result of services provided under this Agreement. See Section VIII below for potential liability on the part of the Licensee due to damage to property.

VIII. SPECIAL LICENSING AGREEMENT PROVISIONS

A. Security Access to Property. The Licensor reserves the right to deny access to Embassy-owned and operated facilities to any individual. The Licensee will provide names and biographic data on all personnel (including planned back-up personnel) who will be used on this Agreement at least ten (10) days before they begin work.

B. Standards of Conduct. The Licensee shall be responsible for maintaining satisfactory standards of employee attitude, competency, conduct, cleanliness, appearance and integrity. The licensee shall be responsible for taking disciplinary action with respect to employees as may be necessary. Each Licensee employee is expected to adhere to standards of conduct that reflect credit on themselves, their employer and the Embassy. Licensee employees must use politeness and courtesy when dealing with Embassy personnel. The Licensor reserves the right to direct the Licensee to remove an employee for failure to comply with the standards of conduct.

C. Personal Injury, Property Loss or Damage Insurance.

(1) The Licensee, at its own expense, shall maintain insurance against fire, theft, flood, liability, and for employee medical and employment expenses, as required by law. Insurance should cover all Licensee-owned and operated equipment behind the service counter.

(2) The Licensee shall provide certification that the required insurance has been obtained before beginning work.

D. Indemnification. The Licensor shall not be responsible for personal injuries or for damages to any property of the Licensee, its officers, agents, and employees, or any other person, arising from any incident of the Licensee's performance of this Agreement. The Licensee expressly agrees to indemnify and to save the Licensor, its officers, agents, servants, and employees harmless from and against any claim, loss, damages, injury, and liability, however caused, resulting from or arising out of the Licensee's fault or negligence in connection with the performance of work under this Agreement. Further, any negligence or alleged negligence of the Licensor, its officers, agents, servants, or employees, shall not bar a claim for indemnification unless the act or omission of the Licensor, its officers, agents, servants, or employees is the sole competent and producing cause of such claim, loss, damages, injury, or liability.

E. Protection of American Embassy Buildings, Equipment, and Grounds. The Licensee shall use reasonable care to avoid damage to American Embassy buildings, equipment and grounds. If the Licensee's failure to take adequate care results in damage to any of this property, the Licensee shall repair the damage at no expense to the Licensor, as directed by the Licensing Officer.

F. Licensor-Furnished Property.

(1) The Licensor shall provide the property described in Exhibit B to this Agreement. Delivery of this property is completed when it is made available in the space designated for the Licensee's use in his operation of the cafeteria. The Licensee shall acknowledge in writing to the Licensing Officer receipt of the Licensor-owned equipment listed in Exhibit B.

(2) Title to all Licensor-Furnished property shall remain with the Licensor. The Licensee shall use the property only in connection with this Agreement.

(3) The Licensor shall maintain the official property control records of all Licensor-Furnished property.

(4) Upon taking delivery of the Licensor-Furnished property, the Licensee assumes the risk and responsibility for its loss or damage, except--

- (a) For reasonable wear and tear; or
- (b) As otherwise provided in this Agreement.

G. Precedence of English Language Translation. In the event of any inconsistency between the English language translation of this Agreement and any other language translation, the English language translation shall take precedence.

IX. DISPUTES

If the Licensing Officer and Licensee fail to reach agreement over any disputed issue resulting from this Licensing Agreement, the sole remedy to both parties shall be referral of the disputed issue to the American Embassy official at one level above the Licensing Officer. That official's ruling shall be considered final for both parties.

LIST OF EXHIBITS

- EXHIBIT A: Performance Required under the Licensing Agreement
- EXHIBIT B: Licensor-Furnished Property
- EXHIBIT C: Holiday Schedule

EXHIBIT A

PERFORMANCE REQUIRED UNDER THE LICENSING AGREEMENT

I. SCOPE OF WORK.

The Licensee shall establish and operate the food service facilities shown in Section II below, for the purpose of dispensing food, nonalcoholic beverages and such other items as may be authorized by the Licensing Officer under this Agreement. This cafeteria is to be operated for the benefit of approximately 250 employees who will be occupants in the Embassy in Windhoek.

The Licensor shall not be held responsible for any variation in the employee population figure. The extent of occupancy is not guaranteed.

II. DESCRIPTION OF FACILITIES

A. Dining Facility. The dining facility is located at the New Office building and consists of a dining room and a food preparation area. The dining room is approximately 130 square meters. The food preparation area consists of a kitchen, pantry, and office. The food preparation area is approximately 36.21 square meters (excluding the ice machine area, trash, walk-in freezers, office, dry goods, or dishwashing area).

B. Seating. Seating is available for 60 persons in the dining room.

C. Performance History. Lunch and breakfast specials make up the greatest share of sales. The Embassy believes a varied menu serving food with continental and local food influences will attract a larger clientele.

III. HOURS OF SERVICE

A. Schedule. Service is required Monday- Thursday 7am-4pm and Friday 7am-12:00pm. The cafeteria will be closed on official Embassy holidays. Holiday schedule is shown in Exhibit C.

Post would like to have serving times as follows:

- 7am-9am- Coffee/breakfast
- 9am-11am coffee/pasteries- lunch prep
- 11am-2pm Lunch service
- 2pm-4pm coffee/pasteries or take away items.

B. Schedule Modifications. The Licensor may change the hours and days of operation to be consistent with changes in Embassy policy. Licensee requests to modify hours or days of service shall be submitted to the Licensing Officer for approval at least three working days before required modifications. In addition to routine service, the Licensee may also be approached by employees within the Embassy to cater evening

meals, weekend events, luncheons, and special events. All events held on the Embassy compound must be approved by the Technical Representative and the Regional Security Officer (RSO).

IV. RESPONSIBILITIES OF THE LICENSEE

A. **General.** The Licensee shall provide prompt, efficient, and courteous service, and avoid undue interference with the operation of the Embassy while service is provided. The Licensee shall obtain licenses and permits and observe all applicable building, health, sanitary, and other regulations and laws.

The Licensee shall:

- employ sufficient and suitable personnel;
- secure and maintain insurance;
- maintain records;
- submit reports; and,
- observe other Agreement requirements.

The Licensee shall pay each and every fee, cost, or other charge incident to or resulting from operations under the Agreement. The Licensee shall exercise reasonable care in the use of space and Licensor-owned equipment. When the Agreement ends, the

Licensee will yield such space and equipment in as good condition as when received, except for:

- ordinary wear and tear; and
- damage or destruction beyond the Licensee's control and not due to the Licensee's fault or negligence.

B. **Service.** The Licensee shall operate and manage the cafeteria in the Licensee's name at the Embassy. The Licensee shall remove any soiled dishes, provide clean dishes, and assure that tables and chairs are cleaned before each patron is seated. Dining facilities should leave a favorable impression of the Embassy to guests and employees. Space, facilities, and equipment provided by the Embassy must be consistently maintained in optimum condition and appearance.

C. **Menus.**

(1) The Licensee shall provide a variety of quality-prepared foods and beverages at reasonable prices. The variety and appearance of food in the cafeteria on each operating day shall be consistent with approved food service standards and comparable for American and European business cafeterias. The Licensee shall plan and advertise advance weekly menus through various media, in addition to posting daily menus near the service counter. The Licensee shall make a reasonable effort to adhere to the range of menus and prices submitted in its offer.

(2) If the Licensee believes that a price increase is necessary, it shall notify the Licensing Officer in writing. This notification must be submitted at least thirty (30) days before the requested effective date of the increase. This submission must include justification for the increase. The Licensee may submit the request for price adjustment using a percentage increase by menu category (entrees, vegetables, beverages, soups, desserts, etc.) or by listing individual items with the current price and the proposed new price.

(3) The Licensing Officer will review the requested price increase. If the Licensing Officer agrees with the increase, he/she will notify the Licensee in writing. If the Licensing Officer requires additional information/justification, the Licensee will be asked to provide that information. Once the Licensing Officer has the information necessary to make a decision, he/she will (1) approve the increase, (2) recommend an increase of a specific lesser amount, or (3) deny any increase.

(a) If a lesser amount of increase is recommended, the Licensee may either accept that increase or submit a counter-offer. This procedure will continue until agreement is reached or either party notifies the other party in writing that no agreement is possible. If no agreement is reached, the Licensee will either (1) continue providing the services at the current prices or (2) have the unilateral right to notify the Licensor that it intends to terminate the Agreement. If the Licensee notifies the Licensor that it intends to terminate the Agreement, it must continue providing services for at least ninety (90) days from the date of termination notification.

D. Equipment and Utensils Provided by the Licensor. The Licensor provides all required equipment, flatware, and cooking utensils. Exhibit B provides a detailed list of the current cafeteria's inventory.

E. Sanitation and Quality.

(1) The Licensee shall serve tasty, appetizing, and quality food, under clean and sanitary conditions.

(2) All foods served shall be wholesome and free from spoilage, free from adulteration and misbranding, and safe for human consumption. Uncooked items, such as fresh fruits, shall be clean and free from blemish. All foods shall when served, be attractive in appearance and correct in temperature and consistency. They shall be crisp, moist, dry tender, etc., as may be appropriate in each case.

(3) All employees assigned by the Licensee to perform work under this cafeteria Agreement shall be physically able to do their assigned work and shall be free from communicable diseases.

(4) Health Exams: The Licensee at his own expense shall have each employee receive the following health exams prior to employment and either yearly or after every trip to home country, whichever is more frequent. The result of these exams will be

given to the Embassy's Regional Medical Officer (RMO) for review. No employee may work in the Cafeteria without the RMO's approval.

- (a) Chest x-ray
- (b) Exam of:
Mouth,
Lungs,
Skin.

F. Personnel and Supervision.

- (1) The Licensee shall employ enough personnel to maintain sanitary conditions and satisfactory service which will ensure prompt and efficient service at all times. All employees shall be sober, conscientious, neat, and courteous. The Licensee shall at all times provide adequate staff of food service employees to perform the varied and essential duties inherent to a successful food service operation.
- (2) The Licensee shall require that each employee assigned to work under this Agreement sign, or otherwise acknowledge, a statement that he or she is neither employed by the Licensor/Embassy and is not entitled to any rights nor benefits of the Licensor/Embassy.
- (3) Licensee employees must be approved by Embassy security before working under this Agreement. The Licensee shall furnish personal history forms of all employees the Licensee proposes to work under this Agreement. These forms are available from the Embassy.
- (4) The Licensee shall employ a full-time manager unless the Licensee is an individual.
- (5) The Licensee's employees shall wear a distinctive uniform and badge as a means of identification when they are in the building. The Licensee's employees shall wear proper uniforms, including hair nets and/or head covers when they are performing their duties in the building. Legible nameplates identifying each employee shall be displayed as part of the uniform.
- (6) The Licensee's employees shall be required to change their clothing in locker rooms and to maintain the room in a neat and clean condition.
- (7) Employees of the Licensee shall be fully capable of performing the type of work for which they are employed.
- (8) The Licensee shall provide adequately, trained relief personnel to substitute for the regular employees when they are absent so that a high-quality operation will be maintained at all times.

- (9) The Licensee and its employees shall comply with instructions pertaining to conduct and building regulations in effect for the control of persons in the building.
- (10) The Licensee is required to schedule an employee training program that will continue for the duration of this Agreement and any extensions thereof, to ensure that employees perform their jobs with the highest standards of efficiency and sanitation.
- (11) All articles found by the Licensee, the Licensee's agents or employees, or by patrons and given to the Licensee, shall be turned in to the General Services office as lost and found items.
- (12) The Licensee should provide up to date vaccination records for each staff member on a yearly basis showing proof of vaccination as per Local Namibian Standards.

G. Trash Removal. The Licensee shall remove trash from the Cafeteria anytime that waste canisters are full or not less than once after every meal; whichever is greater. Any alteration to this provision must be directed in writing by the Licensing Officer. All trash must be disposed of in the bins located in the SCAC trash room.

H. Rodent and Pest Control. The Licensee shall maintain a clean work area free of any clutter, dirt or any material that would attract rodents and insects.

I. Licensee Performed Repairs. The Licensor will perform the preventive maintenance and repair of the equipment listed in Exhibit B. The Licensee shall submit a work order to the Licensing Officer on the Embassy's standard form for all repair requests.

J. Cleaning and Janitorial Services.

(1) The Licensor shall provide all cleaning supplies and equipment. Supplies are requested through the Licensing Officer on the Embassy's expendable property request form.

(2) The Licensee shall furnish labor and supervision sufficient to maintain the cafeteria in a clean, orderly, and sanitary condition at all times. Before beginning work the Licensee shall submit to the Facilities Maintenance Officer the brand names or manufacturer of any materials proposed for use in connection with the work of this Agreement. The Facilities Maintenance Manager may reject any material that would be unsuitable for the purpose, or harmful to the surfaces to which it is to be applied.

(3) The licensee shall perform cleaning and janitorial services on a regular schedule and shall meet the highest standards of sanitation common to the food service industry. The Licensee shall use the following cleaning schedule. The Licensing Officer may require increases in this schedule if conditions require more frequent cleaning.

(a) Food and Service Facilities and Dining Halls

(1) Daily and After Each Meal

Furniture: Clean and sanitize after each meal.

Floors: Clean and sanitize after each meal.

Toilets: Clean and sanitize after each meal

Wash basins: clean and sanitize after each meal,
and change hand towels after each meal.

Cold drink dispensers and ice cream machines:
clean and sanitize daily.

Garbage: Remove after each meal.

Food Serving area: clean and sanitize after each meal.

Table cloths: replace after each meal.

(b) Kitchens

(1) Daily and After each Meal:

Food service preparation area: clean and sanitize
after every meal.

Cookers: Clean after each meal.

Small appliances: clean and sanitize after each use.

Pots and Pans: clean and sanitize after each use.

Utensils: Clean and sanitize after each use.

Crockery: Clean and sanitize after each use.

(2) Daily Basis:

Walls: Clean every second day.

Refrigerator: Clean floors and shelves daily.

Chillers: Clean and sanitize, floors daily.

Freezers: Clean and sanitize floors daily.

(3) Weekly:

Windows: Clean weekly.

Refrigerator sanitize weekly.

Clean hoods and filters in kitchen.

Freezers: Clean and sanitize shelves weekly.

(4) Monthly:

Exhaust system for cooker: check and clean at a
minimum once each month.

Freezers: Clean and sanitize walls once each month.

Chillers: Clean and sanitize walls once each month.

(5) Quarterly. Strip and wax all resilient tiles.

- (6) Semi-annually.
Perform cleaning of exhaust pipes.
Clean the tile walls in kitchen and dining areas.
Clean all fans and ventilators.

(4). Failure to keep any of the facilities in a clean condition may result in the withdrawal of the privilege of using such facilities. In addition, the Licensing Officer may have the facility cleaned by other means and charge the cost of such work to the Licensee.

K. Security areas. The Licensee shall be responsible for the security of all areas under the jurisdiction of the Licensee. Designated employees shall have the responsibility for determining that all equipment has been turned off, windows are closed, lights and fans turned off, and doors locked when the cafeteria is closed. The Licensee shall make a matter of a daily report to the Guard office upon leaving the building. A key shall be available for emergency use only in the building security office.

L. Hazardous conditions. The Licensee shall eliminate unsanitary or hazardous conditions that are dangerous to anyone using the food facility. This shall include any employee, agent or representative to the Licensee, Embassy employee or other patrons of the food service facility for any portion of the facility that is under the jurisdiction of the Licensee.

M. Liability. The Licensor will not be responsible in any way for damage or loss/occasioned by fire, theft, accident, or otherwise to the Licensee's stored supplies, materials or equipment, or the employees' personal belongings. The Licensee shall report any personal injury or physical damage to the building or equipment resulting from fire or other causes to the Facilities Manager immediately.

N. Fire and civil defense drills. The Licensee shall notify the fire department in the event of fire. All of the employees of the Licensee shall be organized and trained to participate in fire and civil defense drills including the reporting of fires. This shall be accomplished with the cooperation of the Facilities Maintenance Officer and the Regional Security Officer.

O. Billing Procedures: Patrons will pay in Namibian Dollars. The Embassy will make no payments to the Licensee. Card payments should be accepted for a variety of banking institutions.

P. Inventories:

(1) The Licensee will be asked to sign for the inventory of the Licensor- provided equipment and supplies located behind the counter in the kitchen, as listed in Exhibit B, of this Agreement. The Licensee shall exercise reasonable care in the use of facilities, equipment, and supplies and return the same in good condition when the Agreement ends. The Licensee shall not be liable for normal wear and tear or damage beyond its

control. Should the Licensee wish to install or use locked facilities it must obtain GSO approval and leave keys with the Marine Post One.

(2) Flatware, China and Glassware Inventories: Once a month on the first Saturday of the month, the Licensee shall provide an inventory of all Flatware, China and Glassware in the Cafeteria. Included in this inventory will be a listing of the Employees who took any of these items out of the cafeteria.

V.. RESPONSIBILITIES OF THE LICENSOR.

A. Agreement to Operate the Facility. The Licensor agrees to grant to the Licensee for 12 months the right to establish, manage, and operate a cafeteria in the American Embassy to prepare and sell food, nonalcoholic beverages and such other products as the Licensor may authorize.

B. The Licensor will provide space for operations under the Agreement, as indicated. It will provide adequate ingress and egress, including a reasonable use of existing elevators, corridors, passageways, driveways, and loading platforms. The Licensor will provide space heating, space lighting, ventilation, and the utilities. In addition, the licensor will:

(1) Make such improvements and alterations as it may deem necessary, including improvements and alterations necessary to conform to applicable sanitary requirements.

(2) Maintain and repair building structure in areas assigned for the Licensee's use, including:

- painting and redecoration;
- maintenance of gas, water, steam, sewer, and electrical lines;
- ventilation, electrical lighting fixtures (including relamping);
- floors and floor coverings; and
- walls and ceilings.

The Licensee shall bear the expenses of repairs necessary because of negligence on the part of the Licensee or its employees.

(3) At its own expense, provide, install, and permit the Licensee to use the equipment listed, and additional equipment of a similar type when required for any expansion approved by the Licensing Officer. The Licensor will replace equipment that it has provided, as it deems necessary. Subject to adequate operation and handling of equipment by the Licensee, the Licensor will replace component parts of, and make repairs to such equipment.

C. Licensor-owned Equipment. Licensor-furnished equipment is listed in Exhibit B. The Licensor will provide all major equipment items, flatware, china and glassware, along with all consumable cleaning supplies.

VI. RIGHTS AND AUTHORITY OF THE LICENSOR

- A. Oversight. The Licensing Officer shall oversee the quality of the services provided by the Licensee and the reasonableness of the prices charged. The Licensing Officer may advise the Licensee from time to time of any source of dissatisfaction and request correction.
- B. Public Space. The Licensor reserves the right to use dining areas and other public spaces at other than serving periods, for meetings of Licensor employees or other assemblies. After each use, the Licensor will clean and rearrange the space without expense to the Licensee.

VII. RESTRICTIONS

- A. Equipment. Unless otherwise permitted by the Licensing Officer, the Licensee shall not install equipment other than that specified in this Agreement or remove any Licensor-owned equipment from the premises.
- B. Patronage. The facilities and services provided in this Agreement are for the benefit and convenience of Embassy employees. The Licensor may regulate patronage from other sources.
- C. Federal Holidays. No work shall be performed on Embassy holidays. Exhibit C provides a listing of scheduled American Embassy holidays & Local Holidays.
- D. Facilities. The physical facilities within the Embassy shall not be used in connection with operations not included in the Agreement. The Licensee may, however, utilize centralized food preparation and storage sources located elsewhere and bring goods to the Embassy daily.

VIII. DEFINITIONS The following definitions pertain to this Agreement.

- A. American Embassy Windhoek Namibia is interchangeable with "Licensor" and "The Embassy."
- B. ERA: A private welfare and cooperative association of American Embassy employees and their dependents.
- C. Dining Room Advisory Committee: A committee of Embassy employees formed to represent staff food service interests.
- D. Licensing Officer: "Licensing Officer" means a person with the authority to enter into, administer, and/or terminate Agreements and make related determination and findings.

E. Licensee: "Licensee" means the company that has entered into an Agreement with the Embassy. "Offer" means a response to a solicitation that, if accepted, would bind the offeror to perform the resultant Agreement.

F. RSO: Regional Security Office of the AMERICAN Embassy.

G. GSO: General Services Office of the AMERICAN Embassy.

H. RMO: Regional Medical Officer.

EXHIBIT B

LICENSOR-FURNISHED EQUIPMENT/MATERIALS

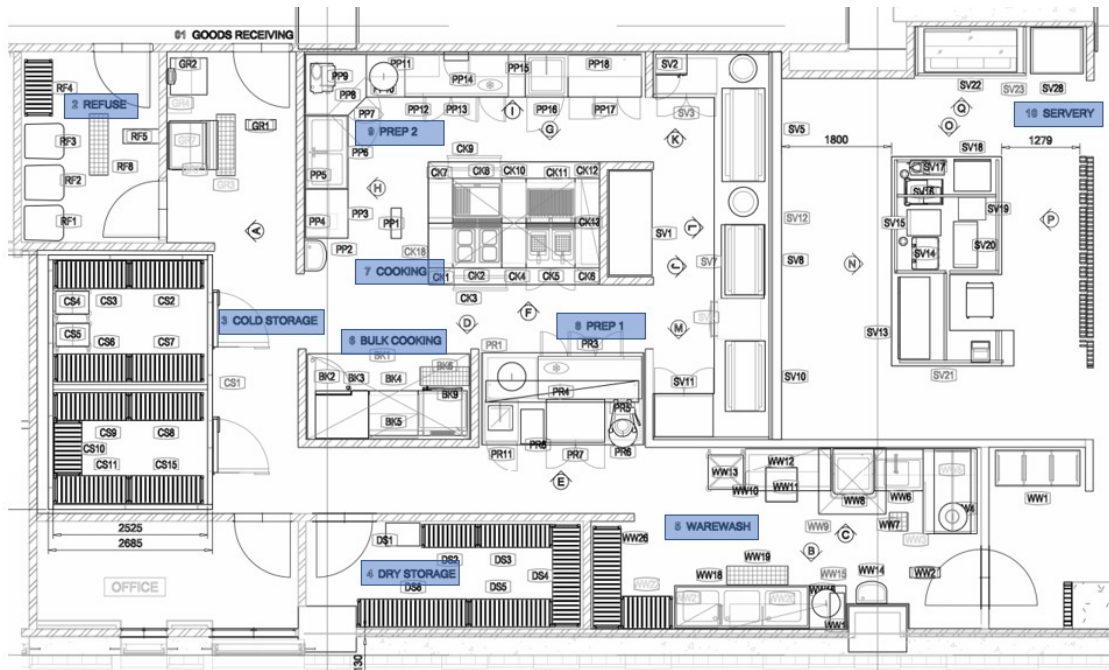
I. GENERAL LICENSOR PROVIDED EQUIPMENT

A. Kitchen Furnishing List

- a. Licensee is responsible for providing a list of desired kitchen outfittings to include small appliances, cooking equipment, bowls, trays, plates, serving dishes, utensils, and all other items that will remain in the kitchen setting as USG property. This equipment will be subject to inventory once quarterly by the GSO Contract Officer's Representative and is the responsibility of the contractor to replace if lost or damaged. Licensor will procure items on the list that are deemed necessary for the performance of this contract and will provide the offerings before start of business operations unless otherwise notified due to shipping delays or other unforeseen circumstances.

B. Current Kitchen Equipment Outfitting

- a. Licensor has provided the below equipment as laid out in designated areas (2) Refuse, (3) Cold Storage, (4) Dry Storage, (5) Warewash, (6) Bulk Cooking, (7) Cooking, (8) Prep 1, (9) Prep 2, (10) Servery. All USG provided equipment will be maintained by the Facilities Maintenance staff on site. Licensee is responsible for providing written work orders to the Contract Officer's Representative for any noticeable deficiencies, maintenance issues, or inoperable equipment.



		01-GOODS RECEIVING
GR1	1	INSECT EXTERMINATOR, CEILING VERSION
GR2	1	PLATFORM SCALE ELECTRONIC - 300 KG
GR3	1	HORIZONTAL DRAIN GRATE - CM. 100X30X10H
GR4	1	OPEN CABINET 1000X400X660 H
GR7	1	VERTICAL MODULAR ICE CUBER, AIR COOLED, PRODUCES HALF LARGE DICE CUBES, VOLT 220/0/1
GR7.1	1	SLOPE BIN, STORAGE CAPACITY B220

		2-REFUSE
RF1	1	Mobile Refuse Bin 240Li [Yellow] Plastic
RF2	1	Mobile Refuse Bin 240Li [Charcoal] General Waste
RF3	1	Mobile Refuse Bin 240Li [Green] Organic Waste
RF4	1	SHELVING WITH PLASTIC SLATS H 1700 920X450 - 4 TIERS
RF5	1	CLEANING STATION [15 M.]
RF8	1	HORIZONTAL DRAIN GRATE - CM. 100X30X10H

		3-COLD STORAGE
CS1	1	SPECIAL COLD ROOM
CS2	1	SHELVING WITH PLASTIC SLATS H 1700 1220X450 - 4 TIERS
CS3	1	SHELVING WITH PLASTIC SLATS H 1700 1220X450 - 4 TIERS
CS4	1	17 GN 1/1 CONTAINER TROLLEY
CS5	1	17 GN 1/1 CONTAINER TROLLEY
CS6	1	SHELVING WITH PLASTIC SLATS H 1700 1220X450 - 4 TIERS
CS7	1	SHELVING WITH PLASTIC SLATS H 1700 1220X450 - 4 TIERS
CS8	1	SHELVING WITH PLASTIC SLATS H 1700 1220X450 - 4 TIERS
CS9	1	SHELVING WITH PLASTIC SLATS H 1700 1220X450 - 4 TIERS
CS10	1	SHELVING WITH ALUMINIUM SHELF H 1700 920X450 - 4 TIERS
CS11	1	SHELVING WITH PLASTIC SLATS H 1700 1220X450 - 4 TIERS
CS15	1	SHELVING WITH PLASTIC SLATS H 1700 1220X450 - 4 TIERS

		4-DRY STORAGE
DS1	1	ROUNDED CORNER FEEDBOX WITH COVER-WHEELED CAPACITY 100 L. 680X375X700 H
DS2	1	SHELVING WITH PLASTIC SLATS H 1700 920X375 - 4 TIERS
DS3	1	SHELVING WITH PLASTIC SLATS H 1700 1220X375 - 4 TIERS
DS4	1	SHELVING WITH PLASTIC SLATS H 1700 1670X450 - 4 TIERS
DS5	1	SHELVING WITH PLASTIC SLATS H 1700 1370X450 - 4 TIERS
DS8	1	SHELVING WITH PLASTIC SLATS H 1700 1820X450 - 4 TIERS

		5-WAREWASH
WW1	1	TROLLEY FOR TRAYS UNIVERSAL GUIDES 135X60X150 H
WW2	1	INSECT EXTERMINATOR, CEILING VERSION
WW3	1	WASTING TABLE FOR DISHWASHER WITH LEFT HOOKING - MM 1400 X 800 X 850 H
WW4	1	REFUSE COLLECTION FEEDBOX WITH COVER-WHEELED CAPACITY 50 L. Ø 480X740 H
WW5	1	SHELF FOR SELECTION TABLE MM 1400 X 600 X 600 H
WW6	1	DISH-WASHER ENTRY TABLE 800X700X850 H
WW7	1	HORIZONTAL DRAIN GRATE - CM. 30X30
WW8	1	HOOD TYPE DISHWASHER, 80R/H-ROW
WW9	1	WALL MOUNTED HOOD DISH WASH V - ADV
WW10	1	DISH-WASHER EXIT TABLE 1400X700X850 H
WW11	1	TROLLEY FOR DISH-WASHES BASKETS WITH HANDLE 52X58X280 H
WW12	1	2 TIER WALL SHELF 1200 X 400MM
WW13	1	8-DISHWASHER RACK TROLLEY-SPACE SAVING
WW14	1	WALL WASH-BASIN WITH BACK AND KNEE CONTROL 500X350X520 H
WW15	1	TABLE WITH FRAME ON THREE SIDES AND RAISED TOP 600X700X850 H
WW16	1	REFUSE COLLECTION FEEDBOX WITH COVER-WHEELED CAPACITY 50 L. Ø 480X740 H
WW17	1	CLEANING STATION [15 M.]
WW18	1	3 BOWL POT SINK 2200MM

		6-BULK COOKING
BK1	1	WALL MOUNTED HOOD WITH FRONT MAKE UP AIR
BK2	1	SKYLINE PREMIUM OVEN 10 GN 1/1 - ELECTRIC
BK3	1	SKYLINE PREMIUM OVEN 6 GN 1/1 - ELECTRIC
BK4	1	AMBIENT WORKTOP WITH DRAWER 800 MM
BK5	1	SOLID WALL SHELF 2 TIER 800MM
BK6	1	VERTICAL DRAIN GRATE - CM. 100X30X10H
BK9	1	60LT EL TILT.BRAISING PAN-DUOMAT BOTTOM

		7-COOKING
CK1	1	AMBIENT WORKTOP WITH DRAWER 400 MM
CK2	1	4-HOT SQUARE PLATE EL.BOILING TOP 800MM
CK3	1	REFRIGERATED BASE WITH 2 DRAWERS 1200MM
CK4	1	AMBIENT WORKTOP WITH DRAWER 400 MM
CK5	1	2X15 LITRE ELECTRIC FRYER 800 MM
CK6	1	AMBIENT WORKTOP WITH DRAWER 400 MM
CK7	1	AMBIENT WORKTOP WITH DRAWER 400 MM
CK8	1	EL. FRY TOP-SMOOTH+RIBB.POLISHED CHROME PLATE 800MM
CK9	1	REFRIGERATED BASE WITH 2 DRAWERS 1200MM
CK10	1	AMBIENT WORKTOP WITH DRAWER 400 MM
CK11	1	ELECTRIC GRILL TOP HP 800MM
CK12	1	AMBIENT WORKTOP WITH DRAWER 400 MM
CK13	1	2 TIER GRID WALL SHELF 1400MM
CK18	1	DOUBLE ISLAND HOOD WITH FRONT MAKE UP AIR SUPPLY

8-PREP 1		
PR1	1	CUSTOM PREP STATION WITH SINK S/B L&R
PR2	1	REFUSE COLLECTION FEEDBOX WITH COVER-WHEELED CAPACITY 50 L Ø 480X740 H
PR3	1	3-DOOR REFRIGERATED COUNTER -2*+10°C NO TOP-R134A
PR4	1	SPECIAL OVERSTRUCTURE WITH 1 OR 2 LEVELS
PR5	1	PLANETARY MIXER-MECH-10LT 380-415/3/50
PR6	1	REFUSE COLLECTION FEEDBOX WITH COVER-WHEELED CAPACITY 50 L Ø 480X740 H
PR7	1	250L REF. TABLE(+2+10°)2 DOORS-NO WORKTOP
PR8	1	ROUNDED CORNER FEEDBOX WITH COVER-WHEELED CAPACITY 100 L 580X375X700 H
PR11	1	UNIT WITH INTERMEDIATE SHELF AND 1 FRONT DOOR 540X880X810 H

9-PREP 2		
PP1	1	INSECT EXTERMINATOR, CEILING VERSION
PP2	1	WALL WASH-BASIN WITH BACK AND KNEE CONTROL 500X350X320 H
PP3	1	TABLE WITH FRAME ON THREE SIDES AND RAISED TOP 800X700X850 H
PP4	1	VEGETABLE SLICER-1 SPEED-500W-220-240/1/50-UK
PP5	1	OPEN CABINET 2000X400X660 H
PP6	1	SINK ON CABINET WITH SLIDING DOORS 1200X700X850 H
PP7	1	Corner cabinet table with fix middle shelf - MM.1000X1000X850H
PP8	1	CORNER HANGING UNIT WITH WING DOOR 1000X1000X900 H
PP9	1	GRAVITY SLICER 250 MM BELT TRANSMISSION
PP10	1	REFUSE COLLECTION FEEDBOX WITH COVER-WHEELED CAPACITY 50 L Ø 480X740 H
PP11	1	OPEN CABINET 1200X400X660 H
PP12	1	S/S WORKTOP WITH BACKSPLASH H 4,3 CM 2400X700X43 H
PP13	1	3-DOOR REFRIGERATED COUNTER -2*+10°C NO TOP-R134A
PP14	1	WALL KNIFE STERILIZER WITH ULTRAVIOLET RAYS UVC, GERMICIDE CM 40X140X83H
PP15	1	OPEN CABINET 1600X400X660 H
PP16	1	SINK ON CABINET WITH SLIDING DOORS 700X700X850 H
PP17	1	TABLE WITH DRAWER UNIT-2 DOORS AND RAISED TOP 1200X700X850 H
PP18	1	OPEN CABINET 1200X400X660 H

10-SERVERY		
SV1	1	HEATED-VENTILATED CABINET TABLE DOUBLE DOORS-DIGITAL THERMOSTAT 1700X700X850 H
SV2	1	DIGITAL MICROWAVE OVEN - 1200W
SV3	1	UNITS WITH INTERMEDIATE SHELF UND 2 SWING DOORS 1000X560X850 H
SV4	1	NEUTRAL PLATE DISPENSER, ØPLATES FROM 240 TO 340 MM
SV5	1	DROP-IN VENTIL.REFRIG.WELL+GANTRY 4GN
SV6	1	NEUTRAL UNIT WITH WASTE HOPPER
SV7	1	TABLE WITH BACK [WITH SHELF] 1200X700X600
SV8	1	DROP-IN DRY BAINMARIE+GANTRY 3GN
SV9	1	HOT PLATE DISPENSER, ØPLATES FROM 240 TO 340 MM
SV10	1	DROP-IN DRY BAINMARIE+GANTRY 3GN
SV11	1	250L REF. TABLE(+2+10°)2 DOORS-NO WORKTOP
SV12	1	MAIN SERVERY COUNTER SHOPFITTED
SV13	1	BOTTLE COOLER 3 DOORS
SV14	1	COLD BEV DISP. 2X18 LT - AGITATOR
SV15	1	ICE MACHINE DISPENSER UP TO 66 KG
SV16	1	DRINK DISP. 4000 PULL-OUT 250MM SPEED COFFEE/TEA/COKE 0,16 L/100ML+HOPPER FOR POWDER/COINTEGR AND STEW
SV17	1	GRINDER BREWER, SINGLE 2.5KG, AIRPOT
SV18	1	BOTTLE COOLER 1 DOOR
SV19	1	TOASTER WITH HORIZONTAL CONVEYOR-BELT 360S/H
SV20	1	BREAD DISPENSER 750 MM
SV21	1	CENTRAL SERVERY COUNTER CASHIER
SV22	1	DROP-IN REFRIGER. WELL+OPEN DISPLAY 4GN
SV23	1	GRAB & GO SERVERY COUNTER
SV25	1	TRAY,CUTLERY,BREAD DISPENSER - 862 MM

Exhibit C

HOLIDAYS SCHEDULE

Holidays

The Cafeteria will be closed on the following official holidays observed by the American Mission, U.S. Embassy Windhoek Namibia. Each year the Licensor will provide similar listing of holidays.

I. Embassy Windhoek will observe the following Namibian and American holidays in 2023:

- a. New Year's Day (Observed) January 2 Monday A/N
- b. Martin Luther King, Jr. Day January 16 Monday A
- c. Washington's Birthday February 20 Monday A
- d. Independence Day March 21 Tuesday N
- e. Good Friday April 7 Friday N
- f. Easter Monday April 10 Monday N
- g. Workers' Day May 1 Monday N
- h. Cassinga Day May 4 Thursday N
- i. Ascension Day May 18 Thursday N
- j. Africa Day May 25 Thursday N
- k. Memorial Day May 29 Monday A
- l. Juneteenth Independence Day June 19 Monday A
- m. Independence Day July 4 Tuesday A
- n. Heroes' Day August 26 Saturday N
- o. Labor Day September 4 Monday A
- p. Columbus Day October 9 Monday A
- q. Veterans' Day (Observed) November 10 Friday A
- r. Thanksgiving Day November 23 Thursday A
- s. Human Rights Day (Observed) December 11 Monday N
- t. Christmas Day December 25 Monday A/N
- u. Family Day/Day of Goodwill December 26 Tuesday N

ENCLOSURE 2

TENDER PREPARATION INSTRUCTIONS, EVALUATION OF TENDERS, AND AWARD SELECTION

I. INSTRUCTIONS ON TENDER PREPARATION

A. General Information Submit an original and two copies of the tender, prepared in such format and detail as to enable the Licensor to make a thorough evaluation. The tender package shall be sealed in an envelope and clearly identify company name and manager and address. Identify and explain any deviations, exceptions, or assumptions taken regarding any of the instructions or requirements.

B. Submission Deadline. Submit only **PART I – General Information** by June 6th, 2023 to:

Attention: Licensing Officer
US Embassy Windhoek
14 Lossen street,
Ausspännplatz,
Windhoek

C. Contents of Tender. The first part of the tender will address general information about the person/firm submitting the tender, including experience and references. The second part of the tender will address the performance requirements. EACH TENDER MUST BE SIGNED BY A PERSON AUTHORIZED TO BIND THE FIRM. ACKNOWLEDGE ANY AMENDMENTS TO THIS INVITATION TO TENDER IN THE FIRST PART OF THE TENDER SO THE EVALUATORS CAN BE CERTAIN THAT THE TENDER REFLECTS ANY CHANGES TO TERMS AND CONDITIONS. Address the following areas in the order shown below:

Part I - General Information

(a). Prior Quality of Service and Experience. List all contracts and Licensing Agreements your company has held over the past three years for the same or similar work. Provide customer's name, address, and telephone numbers, dates, and number of personnel providing the services, dollar value and financial arrangements, brief description of the work, and any terminations and the reason for termination.

(b) Financial Capability. Describe your company's financial condition and capability. State what percentage of your company's estimated total business the work under this solicitation would entail during the period of any Agreement. Provide a current financial statement. Describe any assets other than cash, accounts receivable, land, buildings, or equipment carried on existing company balance sheets.

(c) Other General Company Information. Provide copies of recent health inspections.

(d) Terms of qualification. Licensee should be able to provide proof of the below qualifications:

- i) 5 years of commercial catering experience and owning or operating a restaurant business
- ii) Registered as a business with BIPA or Ministry of Trade
- iii) Compliance Certificate from the City of Windhoek for Food Handling
- iv) Record of human capital to include at least 4-10 employees.
- v) Registered with Sam.Gov (provide instructions)
- vi) Have a valid driver's license.
- vii) All employees should be able to successfully pass a security background check and to provide the below details:
 - viii) Name
 - ix) Photo ID
 - x) Nationality
 - xi) DBA Insurance will be required and proof of capital for funding insurance.
 - xii) Good Standing Certificate from NAMRA and Social Security

PART II IS ONLY APPLICABLE TO SHORTLISTED BIDDERS

Part II – Performance Required

(a) Menu cycle and variety.

(1) State the length of your menu cycle and how often it changes throughout the year. Provide the complete menu cycle that you will implement, showing selling prices. Include your policy for featured specials, promotional events, and merchandising practices. Summarize the number of daily items under each food category, such as luncheon entrees, vegetables, salads, desserts, beverages, soups, bread and rolls, breakfast items, sandwiches, specials, grill items, etc. Summarize the total number of different items in each category for the complete menu cycle.

(2) For purposes of putting together offers, the following historical information may be of use.

o Embassy surveys have indicated a preference for quick and light meals and snacks as:

Donuts & pastries	Coffee/Tea Cappuccino	Salad Bars	Hot Dogs
Omelets & Eggs	Toast/Bagels/Croissant	Pancakes	Hamburgers
Mexican Foods	Hot Roast Sandwiches	Chips/Fries	Ice Cream
Asian Foods	Homemade Soups	Fresh Fish	Chili
Grilled Sandwiches	Fried/Roast Chicken	Picnic Foods	Pasta
Mixed Grills	Cookies & Cakes	Quiches	Candies

Indian Foods	Veggie/Meat Pies	Fresh Fruit	Sandwiches
Biltong	Snack or Protein Bars	Assorted Nuts	Yogurt Cups
Noodle Cups	Dried Fruits	Granola Bars	Whole Fruits

o Embassy Surveys have indicated a preference for drink offerings as:

Bottled Water	Coffee/Tea Cappuccino	Iced Tea	Fruit Juices
Canned Soda	Bottled Soda	Canned Coffees	Energy Drinks
Hydration Drinks	Gatorade/Powerade	Instant Tea/Coffee	Bottled Milk

o Consistently the Salad Bar is a primary item wanted in the Cafeteria.

o Establishing a menu line directed toward traditional Namibian dishes and priced in Namibian Dollars may increase the number of non-American patrons to the cafeteria.

o Other Menu items should cater to a continental menu style

(b) Menu portion, prices and standard unit measurement price. State your pricing policies and procedures for establishing portion sizes and prices. Provide a complete menu price and portion book. See provided example menus and survey for pricing guidelines.

(c) Sanitation. Include standards, operating requirements, sanitation training programs, inspection procedures, frequency schedules, and management reports.

(d) Licensee's Maintenance, Use and Inventory Programs. Discuss use and inventory programs for all equipment and supplies used in performance of the Agreement. A preventative maintenance program shall include repairs, replacement, and other capital rehabilitation work.

D. Additional Procedures

(1) Amendment of Invitation to Tender. If this Invitation to Tender is amended, all terms and conditions not amended remain unchanged.

(2) Media of Tenders. Telegraphic and facsimile tenders are not acceptable. After receipt of tenders, negotiations may be held. Additionally, individuals/companies submitting tenders may be requested to provide an oral presentation or even food/beverage samples.

(3) Timeliness of Tenders. Tenders must be received at the place designated for receipt of tenders, not later than the time and date specified in this Invitation to Tender. No tender received after the due date and time will be considered.

E. Site Visit and Conference. The Embassy will arrange for a site visit and conference on June 16th 2023. Selected parties will be notified at least 7 days in advance of the site visit. At that time, the parties will be advised regarding where they shall meet. The conference is intended to provide interested parties with the opportunity to discuss the requirements of this Invitation to Tender and the site visit will allow interested parties to view the area in which the cafeteria operations will take place. Interested parties are urged to submit written questions using the address provided in the cover letter to this Invitation to Tender at least two days before the date of the conference.

II. EVALUATION OF TENDERS AND SELECTION FOR AWARD

A. Evaluation. To be acceptable and eligible for evaluation, tenders must be prepared following the instructions in Section I above and must meet all the requirements set forth in the other sections of this Invitation to Tender. All tenders will be evaluated using the information presented as requested above in Section I.C., "Instructions on Tender Preparation - Contents of Tender".

B. Selection for Award. Award selection will be based on the best approach, taking into consideration the desire for quality service at reasonable menu prices, in combination with past service quality and experience. The Embassy may award this Agreement solely based on the evaluation of the initial offers, without any negotiations, request for samples, or oral presentations. Therefore, tenders should be submitted on the most favorable terms possible.